



# TORQ Analysis of Computer Support Specialists to License Clerks

## INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Computer Support Specialists	15-1041.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	License Clerks	43-4031.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

Grand TORQ:

85

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level		<div><div></div></div> 93		Level		<div><div></div></div> 87		Level		<div><div></div></div> 76	
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
No Critical Gaps Recorded!				No Skills Upgrade Required!				Clerical	68	15	73
								Customer and Personal Service	76	5	88

LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Computer Support Specialists and License Clerks.

## ASK ANALYSIS

### Ability Level Comparison - Abilities with importance scores over 50

Description	Computer Support Specialists	License Clerks	Importance
Oral Comprehension	64	51	75
Oral Expression	62	53	75
Written Comprehension	69	50	72
Written Expression	55	48	65
Speech Recognition	42	41	62
Speech Clarity	44	44	62
Near Vision	59	51	59
Problem Sensitivity	55	42	53
Deductive Reasoning	60	44	50



Inductive Reasoning	64		42		50
Information Ordering	57		44		50
Selective Attention	39		39		50
Skill Level Comparison - Abilities with importance scores over 69					
Description	Computer Support Specialists		License Clerks		Importance
Active Listening	66		62		83
Reading Comprehension	70		64		80
Speaking	61		56		76
Knowledge Level Comparison - Knowledge with importance scores over 69					
Description	Computer Support Specialists		License Clerks		Importance
Customer and Personal Service	71		76		88
Clerical	53		68		73

Experience & Education Comparison						
Related Work Experience Comparison				Required Education Level Comparison		
Description	Computer Support Specialists		License Clerks	Description	Computer Support Specialists	License Clerks
10+ years		0%	0%	Doctoral	0%	0%
8-10 years		0%	0%	Professional Degree	0%	0%
6-8 years		0%	0%	Post-Masters Cert	0%	0%
4-6 years		0%	0%	Master's Degree	0%	0%
2-4 years	85%	<div><div></div></div>	<div><div></div>24%</div>	Post-Bachelor Cert	0%	0%
1-2 years		9%	<div><div></div>25%</div>	Bachelors	24%	0%
6-12 months		1%	<div><div></div>10%</div>	AA or Equiv	5%	3%
3-6 months		0%	<div><div></div>24%</div>	Some College	1%	37%
1-3 months		0%	0%	Post-Secondary Certificate	69%	5%
0-1 month		0%	0%	High School Diploma or GED	0%	54%
None		1%	<div><div></div>15%</div>	No HSD or GED	0%	0%
Computer Support Specialists			License Clerks			
Most Common Educational/Training Requirement:						
Associate degree			Short-term on-the-job training			
Job Zone Comparison						
3 - Job Zone Three: Medium Preparation Needed			2 - Job Zone Two: Some Preparation Needed			
Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.			Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.			



Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

## Tasks

### Computer Support Specialists

#### Core Tasks

##### Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

#### Specific Tasks

##### Occupation Specific Tasks:

- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Inspect equipment and read order sheets to prepare for delivery to users.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

### License Clerks

#### Core Tasks

##### Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

#### Specific Tasks

##### Occupation Specific Tasks:

- Amend indictments when necessary, and endorse indictments with pertinent information.
- Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, and payment of fines.
- Collect court fees or fines, and record amounts collected.
- Conduct roll calls, and poll jurors.
- Direct support staff in handling of paperwork processed by clerks' offices.
- Examine legal documents submitted to courts for adherence to laws or court procedures.
- Explain procedures or forms to parties in cases or to the general public.



## specifications.

- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Modify and customize commercial programs for internal needs.
- Oversee the daily performance of computer systems.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Supervise and coordinate workers engaged in problem-solving, monitoring, and installing data communication equipment and software.

## Detailed Tasks

## Detailed Work Activities:

- adjust computer operation system
- assist co-workers with software problems
- communicate technical information
- conduct computer diagnostics to determine nature of problems
- conduct training for personnel
- configure computers in industrial or manufacturing setting
- consult with staff or users to identify operating procedure problems
- evaluate computer system user requests or requirements
- evaluate prototype computer software systems
- follow data security procedures
- follow data storage procedures
- identify appropriate software for project
- install computer programs
- install hardware, software, or peripheral equipment
- maintain or repair computers or related equipment
- monitor computer operation
- monitor operating conditions
- perform minor repairs to hardware, software, or peripheral equipment

- Follow procedures to secure courtrooms and exhibits such as money, drugs, and weapons.
- Instruct parties about timing of court appearances.
- Meet with judges, lawyers, parole officers, police, and social agency officials in order to coordinate the functions of the court.
- Open courts, calling them to order and announcing judges.
- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and summonses.
- Prepare and mark all applicable court exhibits and evidence.
- Prepare courtrooms with paper, pens, water, easels, and electronic equipment, and ensure that recording equipment is working.
- Prepare dockets or calendars of cases to be called, using typewriters or computers.
- Prepare documents recording the outcomes of court proceedings.
- Read charges and related information to the court and, if necessary, record defendants' pleas.
- Record case dispositions, court orders, and arrangements made for payment of court fees.
- Record court proceedings, using recording equipment, or record minutes of court proceedings using stenotype machines or shorthand.
- Search files, and contact witnesses, attorneys, and litigants, in order to obtain information for the court.
- Swear in jury members, interpreters, witnesses and defendants.

## Detailed Tasks

## Detailed Work Activities:

- collect fees
- compile information for court cases
- compile itinerary of planned meetings or activities
- explain government rules or policies
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from witnesses, attorneys, or litigants
- relay information to proper officials
- take messages
- transcribe spoken or written information
- use computer to transcribe testimony
- use computers to enter, access or retrieve data



- program computers using existing software
- provide technical computer training
- provide technical support to computer users
- recommend purchase or repair of furnishings or equipment
- recommend software or hardware purchases
- select business applications for computers
- select software for clerical activities
- test computer programs or systems
- train workers in use of computer and related equipment
- train workers in use of equipment
- understand computer equipment operating manuals
- use computer networking technology
- use computers to enter, access or retrieve data
- use desktop publishing software
- use geographical information system (GIS) software
- use interpersonal communication techniques
- use knowledge of mainframe computers
- use relational database software
- use spreadsheet software
- use word processing or desktop publishing software
- write computer software, programs, or code

- use interviewing procedures
- use shorthand writing procedures

#### Technology - Examples

#### Technology - Examples

##### Access software

- Mac HelpMate

##### Administration software

- Element management software
- SolarWinds software

##### Authentication server software

- Password management software

##### Backup or archival software

- Backup and archival software
- Disaster recovery software
- Microsoft Volume Shadow Copy Service

- Symantec LiveState

##### Calendar and scheduling software

- Calendar and scheduling software

##### Configuration management software



- Automated installation software

- Configuration management software

- Deployment software

- Patch management software

Data base management system software

- Database management software

Data base user interface and query software

- Database software

- Software asset management SAM software

Desktop communications software

- CrossTec NetOp Remote Control

- Remote control software

- Stac Software ReachOut

- Symantec pcAnywhere

Desktop publishing software

- Adobe Systems Adobe Distiller

Electronic mail software

- Email software

Filesystem software

- Desktop partitioning software

- Symantec Norton Utilities

Helpdesk or call center software

- Call center software

- Help desk software

Information retrieval or search software

- Information systems integration software

Internet browser software

- Internet browser software

Internet directory services software

- Active directory software

- Domain name system DNS software

- Network directory services software

License management software

- License management software

Network monitoring software

- Dartware InterMapper

Network operation system software



- Remote install server software

#### Operating system software

- Event log monitor software
- Microsoft Windows Pre-installation Environment
- Operating system monitoring software
- Personal computer diagnostic software

#### Platform interconnectivity software

- Migration software

#### Presentation software

- Presentation software

#### Program testing software

- Defect tracking software

#### Spreadsheet software

- Spreadsheet software

#### Storage networking software

- Media storage management software

#### Transaction security and virus protection software

- Encryption software
- Virus scanning software

#### Word processing software

- Word processing software

#### Tools - Examples

- Computer tool kits
- Desktop computers
- MS-DOS-bootable disks
- Redundant array of independent disks RAID systems
- Mainframe computers
- Network analyzers
- Notebook computers
- Personal digital assistants PDA
- Power meters
- Punchdown tools
- Reflectometers
- Screwdrivers



- Digital tapes
- Wire crimpers

### Labor Market Comparison

Description	Computer Support Specialists	License Clerks	Difference
Median Wage	\$ 40,200	\$ 27,650	\$( 12,550)
10th Percentile Wage	\$ 27,070	\$ 19,340	\$( 7,730)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,830	\$ 32,310	\$( 15,520)
90th Percentile Wage	\$ 55,380	\$ 37,730	\$( 17,650)
Mean Wage	\$ 40,600	\$ 27,780	\$( 12,820)
Total Employment - 2007	1,670	1,190	-480
Employment Base - 2006	1,690	1,198	-492
Projected Employment - 2016	1,778	1,302	-476
Projected Job Growth - 2006-2016	5.2 %	8.7 %	3.5 %
Projected Annual Openings - 2006-2016	61	37	-24

### National Job Posting Trends

Trend for Computer Support Specialists

Trend for  
License  
Clerks

#### Job Trends from Indeed.com

— Computer Support Specialist — License Clerk

Data from [Indeed](http://Indeed.com)



## Recommended Programs

### Executive Assistant/Secretary

**Executive Assistant/Executive Secretary.** A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

### General Office/Clerical and Typing Services

**General Office Occupations and Clerical Services.** A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

## Maine Statewide Promotion Opportunities for Computer Support Specialists

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
15-1041.00	Computer Support Specialists	100	3	1,670	\$40,200.00	\$0.00	5%	61
27-3042.00	Technical Writers	85	4	50	\$46,060.00	\$5,860.00	-8%	2
17-3012.01	Electronic Drafters	82	3	90	\$44,860.00	\$4,660.00	-16%	3
15-1051.00	Computer Systems Analysts	82	4	1,650	\$69,340.00	\$29,140.00	20%	78
15-1071.00	Network and Computer Systems Administrators	81	4	1,070	\$57,690.00	\$17,490.00	18%	44
13-2053.00	Insurance Underwriters	81	3	460	\$56,090.00	\$15,890.00	-1%	12
15-1021.00	Computer Programmers	81	4	720	\$58,240.00	\$18,040.00	-12%	16
17-3023.03	Electrical Engineering Technicians	81	3	430	\$45,180.00	\$4,980.00	-20%	9



13-1032.00	Insurance Appraisers, Auto Damage	80	3	40	\$49,950.00	\$9,750.00	5%	1
15-1061.00	Database Administrators	80	4	300	\$60,260.00	\$20,060.00	20%	11
13-1031.01	Claims Examiners, Property and Casualty Insurance	80	3	1,570	\$49,360.00	\$9,160.00	3%	44
13-1071.01	Employment Interviewers	80	3	610	\$41,200.00	\$1,000.00	10%	19
25-1021.00	Computer Science Teachers, Postsecondary	80	5	120	\$52,380.00	\$12,180.00	14%	4
17-3026.00	Industrial Engineering Technicians	79	3	370	\$51,700.00	\$11,500.00	6%	9
27-3041.00	Editors	79	4	450	\$42,040.00	\$1,840.00	-2%	16

### Top Industries for License Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	66.94%	76,699	86,162	12.34%
State government, excluding education and hospitals	929200	27.45%	31,454	30,865	-1.87%
Self-employed workers, primary job	000601	2.57%	2,948	3,140	6.54%
Other support services	561900	1.93%	2,214	3,032	36.99%
Self-employed workers, secondary job	000602	0.10%	116	116	-0.45%

### Top Industries for Computer Support Specialists

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Computer systems design and related services	541500	15.54%	85,860	104,333	21.51%
Colleges, universities, and professional schools, public and private	611300	5.81%	32,072	35,880	11.87%
Elementary and secondary schools, public and private	611100	5.16%	28,526	30,060	5.38%
Management of companies and enterprises	551100	4.54%	25,054	28,882	15.28%
Software publishers	511200	3.79%	20,951	24,278	15.88%
Employment services	561300	2.98%	16,453	20,824	26.56%
Local government, excluding education and hospitals	939300	2.89%	15,984	17,956	12.34%



Professional and commercial equipment and supplies merchant wholesalers	423400	2.58%	14,246	14,946	4.91%
Federal government, excluding postal service	919999	2.56%	14,152	13,378	-5.47%
Electronics and appliance stores	443100	2.09%	11,573	10,577	-8.61%
State government, excluding education and hospitals	929200	2.06%	11,375	11,162	-1.87%
Internet service providers and Web search portals	518100	1.98%	10,935	7,752	-29.11%
General medical and surgical hospitals, public and private	622100	1.92%	10,607	11,743	10.71%
Management, scientific, and technical consulting services	541600	1.88%	10,402	18,571	78.52%
Depository credit intermediation	522100	1.84%	10,158	10,357	1.95%